Dental Health Services Victoria is on track with AssetPlus™

The Facility
Dental Health Services Victoria (DHSV) was established in 1996 and is the leading public oral health agency in the State. Funded by the Victorian State Government to provide dental and oral health services it operates the Royal Dental Hospital of Melbourne (RDHM) and supports delivery of services via a network of 57 public community clinics.

RDHM is also affiliated with The University of Melbourne and RMIT University as the main dental teaching hospital in the state of Victoria.

Results
DHSV has been using AssetPlus™ for 12 months to monitor and manage assets across the 57 agencies. The system currently tracks over 3000 active assets across the state.

AssetPlus™ also manages work orders for planned maintenance and has tracked the open to closure of approximately 8500 jobs since being deployed.

The team use the advanced reporting functionality to predict asset replacement and life cycle costs. As a result, DHSV is able to manage its forecasting and future cash requirements for its asset management more effectively.
Background

Meeting compliance and accreditation standards

As a state government funded entity providing health services, DHSV is required to provide evidence on how it manages its fleet of assets to two separate authorities: The Victorian Building Authority and the Department of Health Victoria.

The Victorian Building Authority—responsible for regulating building and plumbing industries in Victoria—ensures the safety, liveability and sustainability of all buildings1. It requires evidence documenting the upkeep of assets to meet its accreditation standards including relevant fire and safety codes. The Department of Health Victoria requires similar documentation to ensure the ongoing provision of safe and appropriate services within state funded health facilities.

On an annual basis DHSV submits a Fire Safety Certificate 6 for the Health Service encompassing an Essential Safety Measures (ESM) report as well as other fire risk mitigation guidelines and frameworks.

Business Need

DHSV required a system to help manage its diverse asset database from tracking work orders through to job closure and billing.

DHSV also needed a system to help develop preventative maintenance schedules and asset replacement plans across its portfolio, not only to support ongoing compliance and accreditation reporting but also to optimise asset life cycles.

The AssetPlus™ data is critical in helping me prepare reports for fire and safety audits.

Paul Horsington, Manager Facilities, Dental Health Services Victoria.

Solution

GE Healthcare’s AssetPlus™, asset management solution was evaluated by the DHSV team and found to have met the required specifications and criteria. It also offered the business functionality needed to manage its clinical and non-clinical asset database across 57 agencies.

A key differentiator of AssetPlus™ was the ability to track and maintain clinical equipment in addition to the building’s infrastructure assets.

The decision was made to deploy the tool across two departments: Facilities and Technical Services.

The Facilities department manages DHSV’s buildings, mechanical plant, vertical transportation and all equipment. The Technical Services department is responsible for servicing and supporting all dental equipment.

As a first step in the deployment process, a database of all assets was built identifying the main location and department where each asset is housed.

Next, the software was customised to suit DHSV’s requirements for managing jobs associated with maintenance of the equipment.

For example, a job will come in, via a triggered alert, online or telephone link from one of DHSV’s agencies. The job, attached to an individual asset (including location and owner) is then allocated to a contractor or employee to complete. Once processed, a work order will be issued and tracked against the individual asset with the associated job assessment information. If a spare part is required for that job, the system is also able to raise the purchase order. Once completed, the job is closed out and the data is stored against the asset.
**Benefits**

AssetPlus™ maintains a database of all the information attached to every asset including job history, work orders, original purchase price, cost of repairs, modelled life cycle cost and total asset life.

The system’s ability to trigger alerts for planned maintenance as well as track the process through to closure is critical in ensuring the assets are maintained and where required meet ongoing fire and safety requirements.

By extracting the detailed information behind each asset, it enables the team to identify which assets are not performing at optimum levels. By analysing this information, DHSV can consider whether replacing the asset will be more cost effective in the long run instead of continuing to repair the asset.

Furthermore, if any of DHSV’s agencies wish to undergo a refurbishment or expansion at its site, the asset information stored in AssetPlus™ can be used to guide decisions around whether assets may continue to be used or if they should be replaced.

The data also helps generate reports assisting with life cycle costing and planning total asset replacement. DHSV has visibility into forecasting asset replacement costs for up to 10 years in the future based on the recommended useful life of the asset.

Through various transactional and strategic needs, DHSV has found AssetPlus™ essential for managing its asset database.

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**Case Study**

I use the information from AssetPlus™ on a regular basis to understand how our assets are performing, and to manage the life cycle cost profile.

Tim Hogan, Chief Financial Officer, Dental Health Services Victoria.
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